



CBS

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VICE PRESIDENT
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BY UPS AND ELECTRONIC MAIL

Ms. Susan L. Kimmel
Deputy Chief
Disability Rights Office
Consumer & Governmental Affairs Bureau
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: Notice of Informal Complaint (NOIC) – 10-C00264676-FC KYW-TV
(Antoniewicz)

Dear Ms. Kimmel:

February 4, 2011

This letter is submitted on behalf of KYW-TV, Philadelphia ("KYW") in response to the above-captioned Notice of Informal Complaint, relating to a captioning complaint filed with the Commission by Domenica Antoniewicz. Ms. Antoniewicz states that on December 3, 2010 captions for the CBS Television Network ("CTN") program THE BOLD AND THE BEAUTIFUL ended prior to the end of the program. Specifically, she asserts that the captions for the program, which runs in the 1:30-2:00PM time period, "ended about 1:50pm."

Captions for THE BOLD AND THE BEAUTIFUL are created for CBS by Closed Captioning Services, Inc. (CCS), and transmitted by file to CBS. The file provided by CCS for the December 3 episode contained full captions for the entire program. See CSS Caption File BB5955.txt, attached hereto at Exhibit A. Review of the East Coast feed of this program transmitted from the CBS Broadcast Center reveals, however, that the captions received by KYW ended slightly prematurely, though not as early as indicated by Ms. Antoniewicz.

As explained below, the captions for the program ceased appearing at 1:54:24PM. As reflected in CCS's text file of the program, the final caption of program dialogue should have appeared 25:53 into the program. In other words, the lost captioning of program dialogue totaled 1 minute and 29 seconds, from 1:54:24 to 1:55:53PM. See Exhibit A, pages 33-35. What followed after 1:55:53PM were

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commercials, promotions and program credits until the end break of the program at 1:58:41PM, material that was never captioned by CCS, as it did not contain program material other than text end credits. See Exhibit A, page 35.

After receiving the NOIC, CBS investigated the reason for this short loss of captioning. CBS was able to determine that it was caused by the inadvertent actions of a captioner employed by the National Caption Institute, which live captions THE TALK, the CTN program that immediately follows THE BOLD AND THE BEAUTIFUL.

In order to check whether all systems are properly functioning so that it can live caption THE TALK at 2:00PM, NCI normally has its assigned captioner dial into the CBS captioning encoder during the last break in THE BOLD AND THE BEAUTIFUL. As reported by NCI, on December 3, the NCI captioner inadvertently caused a problem when she dialed in to the CBS encoder. In an email to CBS Captioning Administrator Mark Turits, NCI explained:

[W]e were able to determine from our system logs that the captioner unintentionally and, of course, unknowingly grazed a key on her steno machine at 1:54:24. She should have noticed that no captions were going out and enabled, but she was most likely concentrating on getting ready for the show [THE TALK] and did not notice what had occurred.

We apologize for the error, but at least we know exactly what happened.

See email from Darlene Parker of NCI to Mark Turits, dated January 27, 2011, attached as Exhibit B.

In order to prevent a recurrence of this inadvertent error by NCI, Mr. Turits has instructed NCI not to dial in to the CBS captioning encoder until after the end break of THE BOLD AND THE BEAUTIFUL, which, as mentioned above, occurs at 1:58:41. In response, NCI indicated it would inform its personnel of this directive "asap." See January 27, 2011 email of Mark Turits to Darlene Parker and responding January 27, 2011 email of Darlene Parker to Mark Turits, both attached as Exhibit C.

In summary, there was a de minimus loss of captions in THE BOLD AND THE BEAUTIFUL on December 3, which was caused by an unwitting error by a National Captioning Institute captioner. In the course of dialing in to the CBS

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captioning encoder to ensure she could properly live caption the next CBS program, the captioner unintentionally disabled the pre-encoded captions in the program. CBS has instructed NCI to take specified steps to avoid a recurrence of this incident.

Sincerely yours,

A handwritten signature in black ink, appearing to read "Nicholas E. Rosen". The signature is written in a cursive, flowing style.

cc: Domenica Antoniewicz
1361 Boot Road
Apt. 204
West Chester, Pennsylvania 19380

Poser, Nicholas E

Subject: FW: B&B Ep. #5955 file "as sent" to CBS TVC
Attachments: B&B5955.txt

From: Turits, Mark J
Sent: Thursday, February 03, 2011 9:51 AM
To: Poser, Nicholas E
Subject: FW: B&B Ep. #5955 file "as sent" to CBS TVC

From: Doug Roberts [mailto:droberts@ccscaption.com]
Sent: Tuesday, February 01, 2011 8:07 PM
To: Turits, Mark J
Cc: 'Deborah Schuster'
Subject: RE: B&B Ep. #5955 file "as sent" to CBS TVC

Mark,

I've attached a text file of the caption file for your reference and will forward you the original email separately with the .cap file attached.

Please let us know if you need anything else.

Best Regards,

Doug



Chief Operating Officer

CCS, Inc.

4450 Lakeside Drive . Suite 350 . Burbank, CA 91505
818-848-8826 . 818-601-3299 (Cell) . 818-848-2023 (FAX)

6157 28th Street, SE, Suite 19, Grand Rapids, MI 49546
616-940-9444

SUBTITLE: 1 TIMEIN: 01:00:00:00

SUBTITLE: 2 TIMEIN: 01:00:05:18
>> Justin: WE KNOW OUR GUYS

SUBTITLE: 3 TIMEIN: 01:00:06:18
DIDN'T PICK LIAM UP

SUBTITLE: 4 TIMEIN: 01:00:07:18
THE NIGHT OF HOPE'S PARTY.

SUBTITLE: 5 TIMEIN: 01:00:08:18
SOMEONE CALLED

SUBTITLE: 6 TIMEIN: 01:00:09:18
AND CANCELLED YOUR CAR.

SUBTITLE: 7 TIMEIN: 01:00:10:18
>> Bill: CANCELLED THE LIMO.

SUBTITLE: 8 TIMEIN: 01:00:11:18
CAN YOU GIVE ME SOME INFORMATION

SUBTITLE: 9 TIMEIN: 01:00:12:18
I DON'T HAVE?

SUBTITLE: 10 TIMEIN: 01:00:13:18
>> Justin: WELL, I GOT

SUBTITLE: 11 TIMEIN: 01:00:14:18
A PLATE NUMBER OFF OF THE CAR

SUBTITLE: 12 TIMEIN: 01:00:15:18
FROM OUR SECURITY TAPE.

SUBTITLE: 13 TIMEIN: 01:00:16:18
THERE WAS NO VIEW OF THE DRIVER.

SUBTITLE: 14 TIMEIN: 01:00:17:18
I DID TRACK THE LICENSE PLATE

SUBTITLE: 15 TIMEIN: 01:00:18:18
TO A PRETTY SHODDY LIMO COMPANY

SUBTITLE: 16 TIMEIN: 01:00:19:18
RIGHT OFF OF THE HIGHWAY.

SUBTITLE: 17 TIMEIN: 01:00:20:18
>> Bill: DID YOU TALK TO THEM?

SUBTITLE: 18 TIMEIN: 01:00:21:18
>> Justin: THE MANAGER SWEARS

SUBTITLE: 19 TIMEIN: 01:00:22:18
THEY DON'T HAVE A FEMALE DRIVER.

SUBTITLE: 20 TIMEIN: 01:00:24:25
>> Bill: WELL, THEY HAD ONE

SUBTITLE: 21 TIMEIN: 01:00:25:25
DRIVING THE LIMO THAT NIGHT.

SUBTITLE: 22 TIMEIN: 01:00:28:27
WHO THE HELL

SUBTITLE: 23 TIMEIN: 01:00:29:27
PICKED UP MY SON?

SUBTITLE: 24 TIMEIN: 01:00:33:03
>> Hope: YOU REALLY DON'T NEED

SUBTITLE: 25 TIMEIN: 01:00:34:03
TO WORRY ABOUT MY LOVE LIFE,

SUBTITLE: 26 TIMEIN: 01:00:35:03
AMBER.

SUBTITLE: 27 TIMEIN: 01:00:36:03
IN FACT, I WISH YOU WOULDN'T.

SUBTITLE: 28 TIMEIN: 01:00:37:03
LIAM AND I ARE GREAT TOGETHER.

SUBTITLE: 29 TIMEIN: 01:00:38:03
>> Amber: YOU MUST HAVE BEEN

SUBTITLE: 30 TIMEIN: 01:00:39:03
CONCERNED WHEN YOU FOUND OUT

SUBTITLE: 31 TIMEIN: 01:00:40:03
LIAM WAS BILL SPENCER'S SON.

SUBTITLE: 32 TIMEIN: 01:00:42:03
>> Hope: WHY?

SUBTITLE: 33 TIMEIN: 01:00:43:12
>> Amber: 'CAUSE HE COULD END UP

SUBTITLE: 34 TIMEIN: 01:00:44:12
BEING JUST LIKE HIS DAD.

SUBTITLE: 35 TIMEIN: 01:00:45:20
>> Hope: BILL AND LIAM

SUBTITLE: 36 TIMEIN: 01:00:47:00
ARE NOTHING ALIKE.

SUBTITLE: 37 TIMEIN: 01:00:49:01
>> Amber: ARE YOU SURE?

SUBTITLE: 38 TIMEIN: 01:00:50:21
I MEAN, SOMETIMES

SUBTITLE: 39 TIMEIN: 01:00:51:21
THERE'S JUST NO DENYING D.N.A.

SUBTITLE: 40 TIMEIN: 01:00:54:08
MEANTIME, OLIVER IS TOTALLY

SUBTITLE: 41 TIMEIN: 01:00:56:13
CRAZY IN LOVE WITH YOU.

SUBTITLE: 42 TIMEIN: 01:00:59:24
YOU BETTER BE REAL CAREFUL,

SUBTITLE: 43 TIMEIN: 01:01:00:26
HOPE, BEFORE YOU DUMP

SUBTITLE: 44 TIMEIN: 01:01:01:29
A GREAT GUY LIKE HIM

SUBTITLE: 45 TIMEIN: 01:01:02:29
FOR SOMEONE WHO COULD END UP

SUBTITLE: 46 TIMEIN: 01:01:03:29
BEIN' "MR. NASTY"

SUBTITLE: 47 TIMEIN: 01:01:05:23
JUST LIKE HIS OLD MAN.

SUBTITLE: 48 TIMEIN: 01:01:16:23
(knock on door)

SUBTITLE: 49 TIMEIN: 01:01:18:17
>> Oliver: GOOD JOB, AMBER.

SUBTITLE: 50 TIMEIN: 01:01:19:17
AT LEAST SOMEONE

SUBTITLE: 51 TIMEIN: 01:01:20:17
KNOCKS IN THIS HOUSE.

SUBTITLE: 52 TIMEIN: 01:01:24:17
(chuckles)

SUBTITLE: 53 TIMEIN: 01:01:25:17
WH--WHAT ARE YOU DOIN' HERE,

SUBTITLE: 54 TIMEIN: 01:01:26:18
LIAM?

SUBTITLE: 55 TIMEIN: 01:01:28:06
>> Liam: YOU DON'T THINK

SUBTITLE: 56 TIMEIN: 01:01:29:06
IT'S TIME WE HAD A TALK?

SUBTITLE: 57 TIMEIN: 01:01:30:07
>> Oliver: COME ON IN.

SUBTITLE: 58 TIMEIN: 01:01:32:24
>> Liam: THANKS.

SUBTITLE: 59 TIMEIN: 01:01:34:22
>> Oliver: SO WHAT'S

SUBTITLE: 60 TIMEIN: 01:01:35:22
ON YOUR MIND, BUDDY?

SUBTITLE: 61 TIMEIN: 01:01:37:15
>> Liam: UH,

SUBTITLE: 62 TIMEIN: 01:01:38:15
YOU AND MY GIRLFRIEND,

SUBTITLE: 63 TIMEIN: 01:01:39:15
THE MOVES YOU'VE BEEN MAKING.

SUBTITLE: 64 TIMEIN: 01:01:41:13
IT'S GOTTA STOP.

SUBTITLE: 65 TIMEIN: 01:01:45:13
□□□

SUBTITLE: 66 TIMEIN: 01:02:00:23
>> Ridge: WHAT'S FOR DINNER?

SUBTITLE: 67 TIMEIN: 01:02:03:13
>> Brooke: YOU MEAN

SUBTITLE: 68 TIMEIN: 01:02:04:13
NOW THAT YOU'VE HAD DESSERT?

SUBTITLE: 69 TIMEIN: 01:02:05:16
>> Ridge: MM-HMM.

SUBTITLE: 70 TIMEIN: 01:02:06:16
A SECOND HELPING OF THAT

SUBTITLE: 71 TIMEIN: 01:02:07:16
WORKS FOR ME.

SUBTITLE: 72 TIMEIN: 01:02:09:12
>> Brooke: HOPE WANTS

SUBTITLE: 73 TIMEIN: 01:02:10:12
COMFORT FOOD.

SUBTITLE: 74 TIMEIN: 01:02:11:12
>> Ridge: REALLY?

SUBTITLE: 75 TIMEIN: 01:02:12:12
>> Brooke: MM-HMM.

SUBTITLE: 76 TIMEIN: 01:02:13:12
>> Ridge: WHAT'S GOIN' ON

SUBTITLE: 77 TIMEIN: 01:02:14:12
WITH HER?

SUBTITLE: 78 TIMEIN: 01:02:15:12
>> Brooke: I'M CURIOUS

SUBTITLE: 79 TIMEIN: 01:02:16:12
ABOUT THAT MYSELF.

SUBTITLE: 80 TIMEIN: 01:02:17:12
SHE HAS TWO YOUNG GUYS

SUBTITLE: 81 TIMEIN: 01:02:18:12
THAT ARE CRAZY ABOUT HER.

SUBTITLE: 82 TIMEIN: 01:02:19:12
>> Ridge: IT DOESN'T EXACTLY

SUBTITLE: 83 TIMEIN: 01:02:20:12
SOUND LIKE THE END OF THE WORLD.

SUBTITLE: 84 TIMEIN: 01:02:25:22
>> Oliver: LET'S TALK ABOUT

SUBTITLE: 85 TIMEIN: 01:02:26:22
YOUR SO-CALLED GIRLFRIEND.

SUBTITLE: 86 TIMEIN: 01:02:27:22
WE WORK TOGETHER, YOU KNOW?

SUBTITLE: 87 TIMEIN: 01:02:29:11
>> Liam: YEAH,

SUBTITLE: 88 TIMEIN: 01:02:30:11
THAT'S NOT WHY I'M HERE.

SUBTITLE: 89 TIMEIN: 01:02:31:11
>> Oliver: WELL,

SUBTITLE: 90 TIMEIN: 01:02:32:11
THAT'S THE REASON I LET YOU IN.

SUBTITLE: 91 TIMEIN: 01:02:33:11
THAT WAS VERY UNCOOL

SUBTITLE: 92 TIMEIN: 01:02:34:11
WHAT YOU DID AT THE SKY LOUNGE.

SUBTITLE: 93 TIMEIN: 01:02:35:11
>> Liam: WELL,

SUBTITLE: 94 TIMEIN: 01:02:36:11
HOPE DIDN'T SEEM TO MIND.

SUBTITLE: 95 TIMEIN: 01:02:37:11
>> Oliver: WE WERE

SUBTITLE: 96 TIMEIN: 01:02:38:11
IN THE MIDDLE OF A SHOOT.

SUBTITLE: 97 TIMEIN: 01:02:39:11
THAT WAS MY FIRST TIME

SUBTITLE: 98 TIMEIN: 01:02:40:11
BEHIND THE CAMERA BY MYSELF.

SUBTITLE: 99 TIMEIN: 01:02:41:11
>> Liam: YEAH, AND SHE COULD

SUBTITLE: 100 TIMEIN: 01:02:42:11
HAVE TOLD ME TO GET LOST.

SUBTITLE: 101 TIMEIN: 01:02:43:11
>> Oliver: RIGHT,

SUBTITLE: 102 TIMEIN: 01:02:44:11
LIKE YOU GAVE HER A CHANCE.

SUBTITLE: 103 TIMEIN: 01:02:45:11
YOU DRAGGED HER OUT OF THERE

SUBTITLE: 104 TIMEIN: 01:02:46:11
LIKE A--LIKE A CAVEMAN.

SUBTITLE: 105 TIMEIN: 01:02:47:11
>> Liam: SEE, THAT REALLY

SUBTITLE: 106 TIMEIN: 01:02:48:11
GETS TO YOU, DOESN'T IT?

SUBTITLE: 107 TIMEIN: 01:02:49:11
THAT HOPE WOULD BLOW OFF

SUBTITLE: 108 TIMEIN: 01:02:50:11
YOUR PHOTO SHOOT--

SUBTITLE: 109 TIMEIN: 01:02:51:11
>> oliver: NO, YOU KNOW WHAT

SUBTITLE: 110 TIMEIN: 01:02:52:11
GETS TO ME? YOU KNOW, WHAT

SUBTITLE: 111 TIMEIN: 01:02:53:11
GETS TO ME IS YOUR ATTITUDE,

SUBTITLE: 112 TIMEIN: 01:02:54:11
THE WAY YOU THINK YOU OWN HER.

SUBTITLE: 113 TIMEIN: 01:02:55:11
SHE HAS A CAREER.

SUBTITLE: 114 TIMEIN: 01:02:56:11
>> Liam: REALLY? A CAREER,

SUBTITLE: 115 TIMEIN: 01:02:57:11
OLIVER? YOU GONNA HIDE BEHIND

SUBTITLE: 116 TIMEIN: 01:02:58:11
THAT? THAT'S A LITTLE DESPERATE.

SUBTITLE: 117 TIMEIN: 01:02:59:11
>> oliver: NO, YOU KNOW WHAT'S

SUBTITLE: 118 TIMEIN: 01:03:00:13
DESPERATE IS YOU SHOWIN' UP

SUBTITLE: 119 TIMEIN: 01:03:01:13
IN THE MIDDLE OF THE DAY IN

SUBTITLE: 120 TIMEIN: 01:03:02:13
THE MIDDLE OF MY SHOOT.

SUBTITLE: 121 TIMEIN: 01:03:03:13
YOU DIDN'T HAVE TO DO THAT.

SUBTITLE: 122 TIMEIN: 01:03:04:13
YOU COULD HAVE WAITED

SUBTITLE: 123 TIMEIN: 01:03:05:13
TILL AFTER WORK.

SUBTITLE: 124 TIMEIN: 01:03:06:13
>> Liam: I DIDN'T

SUBTITLE: 125 TIMEIN: 01:03:07:13
FEEL LIKE WAITING.

SUBTITLE: 126 TIMEIN: 01:03:08:13
>> oliver: ESPECIALLY 'CAUSE YOU

SUBTITLE: 127 TIMEIN: 01:03:09:13
KNEW SHE WAS ALONE WITH ME.

SUBTITLE: 128 TIMEIN: 01:03:10:13
>> Liam: (chuckles)

SUBTITLE: 129 TIMEIN: 01:03:11:13
CAN YOU BLAME ME?

SUBTITLE: 130 TIMEIN: 01:03:12:13
YOU'VE BEEN PUTTING MOVES ON HER

SUBTITLE: 131 TIMEIN: 01:03:13:13
EVERY CHANCE YOU GET.

SUBTITLE: 132 TIMEIN: 01:03:14:13
KISSING HER?

SUBTITLE: 133 TIMEIN: 01:03:15:13
YEAH, SHE TOLD ME ABOUT THAT.

SUBTITLE: 134 TIMEIN: 01:03:16:13
>> Oliver: SHE WAS INTO IT, TOO,

SUBTITLE: 135 TIMEIN: 01:03:17:13
WHEN YOU DIDN'T SHOW UP

SUBTITLE: 136 TIMEIN: 01:03:18:13
TO HER PARTY.

SUBTITLE: 137 TIMEIN: 01:03:21:26
>> Bill: I'M A VERY

SUBTITLE: 138 TIMEIN: 01:03:22:26
HIGH-PROFILE PERSON.

SUBTITLE: 139 TIMEIN: 01:03:23:26
THAT MAKES MY SON HIGH-PROFILE.

SUBTITLE: 140 TIMEIN: 01:03:25:26
SOME UNKNOWN,

SUBTITLE: 141 TIMEIN: 01:03:26:26
UNIDENTIFIED DRIVER

SUBTITLE: 142 TIMEIN: 01:03:27:27
PICKS UP MY KID?

SUBTITLE: 143 TIMEIN: 01:03:29:24
THAT COULD BE DANGEROUS.

SUBTITLE: 144 TIMEIN: 01:03:31:16
>> Justin: YOU WANT ME TO GET

SUBTITLE: 145 TIMEIN: 01:03:32:16
THE POLICE INVOLVED?

SUBTITLE: 146 TIMEIN: 01:03:33:19
>> Bill: NO.

SUBTITLE: 147 TIMEIN: 01:03:35:06
NO, I'M GONNA HANDLE THIS

SUBTITLE: 148 TIMEIN: 01:03:36:06
MYSELF.

SUBTITLE: 149 TIMEIN: 01:03:38:13
I'M GONNA FIND OUT

SUBTITLE: 150 TIMEIN: 01:03:39:13
WHO PULLED THIS LITTLE SCAM.

SUBTITLE: 151 TIMEIN: 01:03:41:24
AND THEY AIN'T GONNA

SUBTITLE: 152 TIMEIN: 01:03:42:24
GET AWAY WITH IT.

SUBTITLE: 153 TIMEIN: 01:03:45:13
>> Hope: AMBER,

SUBTITLE: 154 TIMEIN: 01:03:46:13
I THOUGHT I ASKED YOU TO LEAVE.

SUBTITLE: 155 TIMEIN: 01:03:47:13
>> Amber: I WILL,

SUBTITLE: 156 TIMEIN: 01:03:48:13
WHEN I'M FINISHED.

SUBTITLE: 157 TIMEIN: 01:03:49:13
>> Hope: WHAT IS YOUR DEAL?

SUBTITLE: 158 TIMEIN: 01:03:50:13
WHY ARE YOU TRYING TO PUSH

SUBTITLE: 159 TIMEIN: 01:03:51:13
ME AND OLIVER BACK TOGETHER?

SUBTITLE: 160 TIMEIN: 01:03:52:13
>> Amber: (sighs)

SUBTITLE: 161 TIMEIN: 01:03:53:13
LOOK, HOPE,

SUBTITLE: 162 TIMEIN: 01:03:54:13
OLIVER IS A GREAT GUY.

SUBTITLE: 163 TIMEIN: 01:03:55:13
HE IS--HE'S HONEST AND SINCERE

SUBTITLE: 164 TIMEIN: 01:03:56:13
AND JUST WONDERFUL AND...

SUBTITLE: 165 TIMEIN: 01:03:58:18
AND HE IS CRAZY ABOUT YOU.

SUBTITLE: 166 TIMEIN: 01:04:00:27
AND I GUESS I CAN SEE WHY.

SUBTITLE: 167 TIMEIN: 01:04:03:08
>> Hope: AMBER,

SUBTITLE: 168 TIMEIN: 01:04:04:08
YOU BARELY EVEN KNOW ME.

SUBTITLE: 169 TIMEIN: 01:04:05:24
>> Amber: OH,

SUBTITLE: 170 TIMEIN: 01:04:06:24
I KNOW MORE ABOUT YOU

SUBTITLE: 171 TIMEIN: 01:04:07:24
THAN YOU REALIZE...

SUBTITLE: 172 TIMEIN: 01:04:11:06
YOU AND YOUR WHOLE FAMILY.

SUBTITLE: 173 TIMEIN: 01:04:12:19
>> Hope: YOU KNEW MY FATHER,

SUBTITLE: 174 TIMEIN: 01:04:13:19
DIDN'T YOU?

SUBTITLE: 175 TIMEIN: 01:04:16:14
>> Amber: DEACON AND I, UH,

SUBTITLE: 176 TIMEIN: 01:04:17:26
SPENT SOME TIME TOGETHER.

SUBTITLE: 177 TIMEIN: 01:04:20:09
AND RICK AND I WERE MARRIED.

SUBTITLE: 178 TIMEIN: 01:04:24:08
BUT I NEVER REALLY GOT

SUBTITLE: 179 TIMEIN: 01:04:25:08
THAT FORRESTER APPROVAL.

SUBTITLE: 180 TIMEIN: 01:04:28:06
YOU, ON THE OTHER HAND,

SUBTITLE: 181 TIMEIN: 01:04:29:26
YOU'RE EVERYTHING

SUBTITLE: 182 TIMEIN: 01:04:30:26
THAT FAMILY STANDS FOR.

SUBTITLE: 183 TIMEIN: 01:04:32:03
YOU'RE SMART. YOU'RE BEAUTIFUL.

SUBTITLE: 184 TIMEIN: 01:04:33:14
YOU'RE POISED.

SUBTITLE: 185 TIMEIN: 01:04:35:06
YOU GOT THAT GREAT PERSONALITY.

SUBTITLE: 186 TIMEIN: 01:04:38:07
I CAN SEE WHY OLIVER

SUBTITLE: 187 TIMEIN: 01:04:39:07
IS HEAD OVER HEELS FOR YOU.

SUBTITLE: 188 TIMEIN: 01:04:41:03
>> Hope: DOES HE

SUBTITLE: 189 TIMEIN: 01:04:42:03
EVEN KNOW YOU'RE HERE?

SUBTITLE: 190 TIMEIN: 01:04:43:03
>> Amber: OH, COME ON.

SUBTITLE: 191 TIMEIN: 01:04:44:03
YOU THINK HE WOULD HAVE

SUBTITLE: 192 TIMEIN: 01:04:45:03
ALLOWED IT?

SUBTITLE: 193 TIMEIN: 01:04:46:03
>> Hope: AND YET YOU'RE STILL

SUBTITLE: 194 TIMEIN: 01:04:47:04
HELPING HIM WIN ME BACK.

SUBTITLE: 195 TIMEIN: 01:04:48:26
>> Amber: BECAUSE HE DESERVES

SUBTITLE: 196 TIMEIN: 01:04:49:26
ANOTHER CHANCE.

SUBTITLE: 197 TIMEIN: 01:04:52:19
AND HE WON'T LET YOU DOWN AGAIN.

SUBTITLE: 198 TIMEIN: 01:04:55:02
>> Hope: UM...

SUBTITLE: 199 TIMEIN: 01:04:58:19
AT THE PARTY

SUBTITLE: 200 TIMEIN: 01:05:01:01
FOR HOPE FOR THE FUTURE

SUBTITLE: 201 TIMEIN: 01:05:02:01
AT--AT THE BIKINI BAR...

SUBTITLE: 202 TIMEIN: 01:05:03:23
>> Amber: WHAT ABOUT IT?

SUBTITLE: 203 TIMEIN: 01:05:05:23
>> Hope: LIAM NEVER SHOWED.

SUBTITLE: 204 TIMEIN: 01:05:08:20
OLIVER WAS THERE.

SUBTITLE: 205 TIMEIN: 01:05:11:10
WE ENDED UP

SUBTITLE: 206 TIMEIN: 01:05:12:10
GOING BACK TO HIS PLACE,

SUBTITLE: 207 TIMEIN: 01:05:13:10
ACTUALLY.

SUBTITLE: 208 TIMEIN: 01:05:14:10
>> Amber: WELL,

SUBTITLE: 209 TIMEIN: 01:05:15:10
DOESN'T THAT TELL YOU SOMETHING?

SUBTITLE: 210 TIMEIN: 01:05:16:10
I MEAN, ONE OF THE BIGGEST

SUBTITLE: 211 TIMEIN: 01:05:17:10
NIGHTS OF YOUR CAREER,

SUBTITLE: 212 TIMEIN: 01:05:18:10
AND YOUR BOYFRIEND

SUBTITLE: 213 TIMEIN: 01:05:19:10
BLOWS YOU OFF?

SUBTITLE: 214 TIMEIN: 01:05:20:10
>> Hope: HE DIDN'T EXACTLY

SUBTITLE: 215 TIMEIN: 01:05:21:10
BLOW ME OFF, OKAY?

SUBTITLE: 216 TIMEIN: 01:05:22:10
HIS LIMO DRIVER GOT LOST.

SUBTITLE: 217 TIMEIN: 01:05:23:10
>> Amber: MM.

SUBTITLE: 218 TIMEIN: 01:05:24:10
>> Hope: IT'S WEIRD, I KNOW.

SUBTITLE: 219 TIMEIN: 01:05:26:06
>> Amber: YEAH. HMM.

SUBTITLE: 220 TIMEIN: 01:05:28:29
BUT...

SUBTITLE: 221 TIMEIN: 01:05:30:23
OLIVER WAS THERE FOR YOU.

SUBTITLE: 222 TIMEIN: 01:05:33:14
OLIVER'S ALWAYS THERE FOR YOU.

SUBTITLE: 223 TIMEIN: 01:05:36:06
>> Hope: I DON'T GET IT, AMBER.

SUBTITLE: 224 TIMEIN: 01:05:37:06
WHY ARE YOU PLEADING HIS CASE?

SUBTITLE: 225 TIMEIN: 01:05:38:28
>> Amber: (sighs)

SUBTITLE: 226 TIMEIN: 01:05:41:10
BECAUSE I OWE HIM.

SUBTITLE: 227 TIMEIN: 01:05:43:25
I USED HIM TO TRY

SUBTITLE: 228 TIMEIN: 01:05:44:25
TO RIP OFF THE DESIGNS,

SUBTITLE: 229 TIMEIN: 01:05:46:08
AND I FEEL BAD ABOUT IT.

SUBTITLE: 230 TIMEIN: 01:05:48:03
>> Hope: YEAH,

SUBTITLE: 231 TIMEIN: 01:05:49:03
YOU SHOULD FEEL BAD.

SUBTITLE: 232 TIMEIN: 01:05:50:03
>> Amber: I DO, OKAY?

SUBTITLE: 233 TIMEIN: 01:05:51:04
I JUST SAID THAT.

SUBTITLE: 234 TIMEIN: 01:05:54:08
AND I WANT HIM TO BE HAPPY,

SUBTITLE: 235 TIMEIN: 01:05:56:28
BECAUSE HE DESERVES IT.

SUBTITLE: 236 TIMEIN: 01:06:00:10
AND YOU...

SUBTITLE: 237 TIMEIN: 01:06:01:10
(sighs)

SUBTITLE: 238 TIMEIN: 01:06:02:10
MAKE HIM HAPPY.

SUBTITLE: 239 TIMEIN: 01:06:05:03
LIAM, HE'S COOL,

SUBTITLE: 240 TIMEIN: 01:06:06:19
YOU KNOW, BUT...

SUBTITLE: 241 TIMEIN: 01:06:08:15
OLLIE IS ONE IN A MILLION.

SUBTITLE: 242 TIMEIN: 01:06:13:09
DON'T BLOW IT, HOPE.

SUBTITLE: 243 TIMEIN: 01:06:16:10
I MEAN, YOU AND OLIVER,

SUBTITLE: 244 TIMEIN: 01:06:18:16
YOU BELONG TOGETHER.

SUBTITLE: 245 TIMEIN: 01:06:21:15
YOU NEVER REALLY FORGET

SUBTITLE: 246 TIMEIN: 01:06:22:15
YOUR FIRST LOVE, DO YOU?

SUBTITLE: 247 TIMEIN: 01:07:40:00

SUBTITLE: 248 TIMEIN: 01:07:40:04
>> Liam: I JUST WANT YOU TO STOP

SUBTITLE: 249 TIMEIN: 01:07:41:04
HITTING ON MY GIRLFRIEND.

SUBTITLE: 250 TIMEIN: 01:07:42:04
THAT'S THE ONLY REASON

SUBTITLE: 251 TIMEIN: 01:07:43:04
I CAME HERE.

SUBTITLE: 252 TIMEIN: 01:07:44:28
>> Oliver: HOPE AND I

SUBTITLE: 253 TIMEIN: 01:07:45:28
WOULD STILL BE TOGETHER

SUBTITLE: 254 TIMEIN: 01:07:46:28
IF IT WEREN'T FOR

SUBTITLE: 255 TIMEIN: 01:07:47:28
SOME INCREDIBLY STUPID THING

SUBTITLE: 256 TIMEIN: 01:07:48:28
THAT HAPPENED

SUBTITLE: 257 TIMEIN: 01:07:49:28
AT HER GRADUATION PARTY.

SUBTITLE: 258 TIMEIN: 01:07:50:28
AND THANKS TO YOU,

SUBTITLE: 259 TIMEIN: 01:07:51:28
IT GOT EXPOSED

SUBTITLE: 260 TIMEIN: 01:07:52:28
TO THE ENTIRE WORLD.

SUBTITLE: 261 TIMEIN: 01:07:53:28
>> Liam: OKAY, SO WHAT

SUBTITLE: 262 TIMEIN: 01:07:54:28
ARE WE GONNA DO ABOUT THIS?

SUBTITLE: 263 TIMEIN: 01:07:55:28
>> Oliver: WELL,

SUBTITLE: 264 TIMEIN: 01:07:56:28
I KNOW WHAT I'M GONNA DO.

SUBTITLE: 265 TIMEIN: 01:07:58:04
I'M GONNA KEEP REMINDING HER.

SUBTITLE: 266 TIMEIN: 01:08:00:07
>> Liam: OF WHAT?

SUBTITLE: 267 TIMEIN: 01:08:01:20
>> Oliver: OF HOW MUCH

SUBTITLE: 268 TIMEIN: 01:08:02:20
I LOVE HER,

SUBTITLE: 269 TIMEIN: 01:08:04:07
HOW MUCH WE DID TOGETHER,

SUBTITLE: 270 TIMEIN: 01:08:06:01
ALL THE DREAMS WE HAD.

SUBTITLE: 271 TIMEIN: 01:08:08:22
IT'S NOT OVER FOR US, LIAM.

SUBTITLE: 272 TIMEIN: 01:08:11:02
I'M NOT GONNA LET IT BE.

SUBTITLE: 273 TIMEIN: 01:08:16:11
>> Ridge: A LOT OF YOUNG WOMEN

SUBTITLE: 274 TIMEIN: 01:08:17:11
HOPE'S AGE WOULD BE THRILLED

SUBTITLE: 275 TIMEIN: 01:08:18:21
TO BE IN HER SITUATION.

SUBTITLE: 276 TIMEIN: 01:08:19:29
>> Brooke: TWO GUYS

SUBTITLE: 277 TIMEIN: 01:08:21:12
FIGHTING OVER HER?

SUBTITLE: 278 TIMEIN: 01:08:22:12
THAT'S NOT HOPE.

SUBTITLE: 279 TIMEIN: 01:08:23:23
>> Ridge: WHAT DO YOU THINK

SUBTITLE: 280 TIMEIN: 01:08:24:23
SHE'S GONNA DO?

SUBTITLE: 281 TIMEIN: 01:08:25:23
(knock on door)

SUBTITLE: 282 TIMEIN: 01:08:26:23
>> Ridge: COME IN.

SUBTITLE: 283 TIMEIN: 01:08:28:05
>> Hope: HI.

SUBTITLE: 284 TIMEIN: 01:08:29:09
>> Ridge: HEY, SWEETHEART.

SUBTITLE: 285 TIMEIN: 01:08:30:09
>> Brooke: HEY, HOW IS

SUBTITLE: 286 TIMEIN: 01:08:31:09
MY BEAUTIFUL, SWEET GIRL, HUH?

SUBTITLE: 287 TIMEIN: 01:08:33:03
>> Hope: I'M OKAY.

SUBTITLE: 288 TIMEIN: 01:08:34:03
>> Brooke: YEAH?

SUBTITLE: 289 TIMEIN: 01:08:35:03
>> Hope: YEAH.

SUBTITLE: 290 TIMEIN: 01:08:36:03
>> Ridge: JUST COME FROM WORK?

SUBTITLE: 291 TIMEIN: 01:08:37:03
>> Hope: YEAH.

SUBTITLE: 292 TIMEIN: 01:08:38:03
HEY, WHAT'S FOR DINNER?

SUBTITLE: 293 TIMEIN: 01:08:39:03
>> Brooke: HOW ABOUT SOME YUMMY

SUBTITLE: 294 TIMEIN: 01:08:40:03
BROILED HALIBUT WITH BROWN RICE?

SUBTITLE: 295 TIMEIN: 01:08:41:03
>> Hope: BROILED?

SUBTITLE: 296 TIMEIN: 01:08:42:05
(groans)

SUBTITLE: 297 TIMEIN: 01:08:43:06
>> Brooke: OKAY. (chuckles)

SUBTITLE: 298 TIMEIN: 01:08:44:08
>> Hope: (chuckles)

SUBTITLE: 299 TIMEIN: 01:08:45:08
>> Ridge: I'M IN THE MOOD

SUBTITLE: 300 TIMEIN: 01:08:46:08
FOR A BIG OLD BACON BURGER

SUBTITLE: 301 TIMEIN: 01:08:47:19
WITH CHEESE AND FRIES

SUBTITLE: 302 TIMEIN: 01:08:49:13
AND ONIONS AND EVERYTHING.

SUBTITLE: 303 TIMEIN: 01:08:51:01
>> Hope: WELL,

SUBTITLE: 304 TIMEIN: 01:08:52:01
LET'S MAKE THAT HAPPEN.

SUBTITLE: 305 TIMEIN: 01:08:53:01
>> Ridge: OKAY.

SUBTITLE: 306 TIMEIN: 01:08:54:01
>> Hope: (laughs)

SUBTITLE: 307 TIMEIN: 01:08:55:07
>> Brooke: HOW WAS

SUBTITLE: 308 TIMEIN: 01:08:56:07
YOUR PHOTO SHOOT WITH OLIVER?

SUBTITLE: 309 TIMEIN: 01:08:57:21
>> Ridge: OH, THAT'S RIGHT.

SUBTITLE: 310 TIMEIN: 01:08:58:21
HE WAS FLYING SOLO WITHOUT BRIO.

SUBTITLE: 311 TIMEIN: 01:09:00:20
HOW DID THAT GO?

SUBTITLE: 312 TIMEIN: 01:09:01:20
>> Brooke: MM-HMM.

SUBTITLE: 313 TIMEIN: 01:09:02:20
>> Hope: UH, ACTUALLY,

SUBTITLE: 314 TIMEIN: 01:09:03:20
WE DIDN'T FINISH.

SUBTITLE: 315 TIMEIN: 01:09:04:20
WE KIND OF GOT INTERRUPTED.

SUBTITLE: 316 TIMEIN: 01:09:06:12
>> Ridge: SOMETHING CAME UP?

SUBTITLE: 317 TIMEIN: 01:09:08:03
>> Hope: LIAM CAME TO SEE ME.

SUBTITLE: 318 TIMEIN: 01:09:09:15
>> Ridge: WHILE YOU

SUBTITLE: 319 TIMEIN: 01:09:10:15
WERE WITH OLIVER?

SUBTITLE: 320 TIMEIN: 01:09:11:15
>> Hope: MM-HMM.

SUBTITLE: 321 TIMEIN: 01:09:13:09
>> Brooke: THAT'S

SUBTITLE: 322 TIMEIN: 01:09:14:09
KIND OF AWKWARD.

SUBTITLE: 323 TIMEIN: 01:09:15:09
>> Hope: IT IS ALWAYS AWKWARD

SUBTITLE: 324 TIMEIN: 01:09:16:28
WHEN THOSE TWO

SUBTITLE: 325 TIMEIN: 01:09:17:28
ARE IN THE SAME ROOM TOGETHER.

SUBTITLE: 326 TIMEIN: 01:09:20:11
IT--IT--IT'S GETTING

SUBTITLE: 327 TIMEIN: 01:09:21:23
REALLY COMPLICATED.

SUBTITLE: 328 TIMEIN: 01:09:23:06
>> Brooke: WHAT'S GOING ON,

SUBTITLE: 329 TIMEIN: 01:09:24:06
HONEY?

SUBTITLE: 330 TIMEIN: 01:09:25:06
ARE YOU FEELING TORN?

SUBTITLE: 331 TIMEIN: 01:09:26:16
>> Hope: LIAM

SUBTITLE: 332 TIMEIN: 01:09:27:16
IS STILL MY BOYFRIEND.

SUBTITLE: 333 TIMEIN: 01:09:28:16
THAT HAS NOT CHANGED.

SUBTITLE: 334 TIMEIN: 01:09:30:18
>> Brooke: OKAY, WELL,

SUBTITLE: 335 TIMEIN: 01:09:31:18
JUST BE FRIENDS WITH OLIVER

SUBTITLE: 336 TIMEIN: 01:09:33:15
AND BE A GIRLFRIEND TO LIAM.

SUBTITLE: 337 TIMEIN: 01:09:35:09
>> Hope: YEAH, BUT OLIVER

SUBTITLE: 338 TIMEIN: 01:09:36:14
DOESN'T WANT TO BE JUST FRIENDS.

SUBTITLE: 339 TIMEIN: 01:09:38:04
>> Ridge: HE'S NOT

SUBTITLE: 340 TIMEIN: 01:09:39:04
PRESSURING YOU, IS HE?

SUBTITLE: 341 TIMEIN: 01:09:40:17
>> Hope: NO, NO, BOTH OF THEM

SUBTITLE: 342 TIMEIN: 01:09:41:24
TREAT ME WITH SO MUCH RESPECT.

SUBTITLE: 343 TIMEIN: 01:09:43:26
AND I REALLY CARE

SUBTITLE: 344 TIMEIN: 01:09:44:26
ABOUT BOTH OF THEM,

SUBTITLE: 345 TIMEIN: 01:09:45:26
SO I...

SUBTITLE: 346 TIMEIN: 01:09:47:18
I JUST DON'T WANT ANYONE

SUBTITLE: 347 TIMEIN: 01:09:48:18
GETTING HURT.

SUBTITLE: 348 TIMEIN: 01:09:51:17
>> Justin: BOSS, GOOD NEWS.

SUBTITLE: 349 TIMEIN: 01:09:53:18
THE CAR WAS PAID FOR

SUBTITLE: 350 TIMEIN: 01:09:54:18
WITH A CREDIT CARD.

SUBTITLE: 351 TIMEIN: 01:09:57:17
>> Bill: WHOSE CARD?

SUBTITLE: 352 TIMEIN: 01:09:58:17
>> Justin: THE GUY'S

SUBTITLE: 353 TIMEIN: 01:09:59:17
CHECKIN' HIS RECORD.

SUBTITLE: 354 TIMEIN: 01:10:00:17
HE'S GONNA GET BACK WITH US.

SUBTITLE: 355 TIMEIN: 01:10:01:18
>> Bill: WELL, WELL, WELL.

SUBTITLE: 356 TIMEIN: 01:10:02:18
THIS OUGHT TO BRING US

SUBTITLE: 357 TIMEIN: 01:10:03:18
ONE STEP CLOSER

SUBTITLE: 358 TIMEIN: 01:10:04:18
TO FINDING

SUBTITLE: 359 TIMEIN: 01:10:05:18
OUR MYSTERY LIMO DRIVER.

SUBTITLE: 360 TIMEIN: 01:13:14:02

SUBTITLE: 361 TIMEIN: 01:13:14:06
>> Hope: SOME PROBLEM, HUH?

SUBTITLE: 362 TIMEIN: 01:13:16:08
I'VE GOT TWO GREAT GUYS

SUBTITLE: 363 TIMEIN: 01:13:17:08
PUTTING ME UP ON A PEDESTAL

SUBTITLE: 364 TIMEIN: 01:13:18:08
FOR SOME REASON.

SUBTITLE: 365 TIMEIN: 01:13:19:08
>> Brooke: (chuckles)

SUBTITLE: 366 TIMEIN: 01:13:20:08
>> Ridge: WELL,

SUBTITLE: 367 TIMEIN: 01:13:21:08
THAT'S THE WAY IT SHOULD BE.

SUBTITLE: 368 TIMEIN: 01:13:22:08
>> Brooke: EXACTLY

SUBTITLE: 369 TIMEIN: 01:13:23:08
WHAT YOU DESERVE.

SUBTITLE: 370 TIMEIN: 01:13:24:08
>> Hope: HMM.

SUBTITLE: 371 TIMEIN: 01:13:25:08
I LIVE A VERY CHARMED LIFE.

SUBTITLE: 372 TIMEIN: 01:13:27:21
I DO.

SUBTITLE: 373 TIMEIN: 01:13:28:21
YOU TWO HAVE GIVEN ME SO MUCH

SUBTITLE: 374 TIMEIN: 01:13:31:02
AND DONE SO MUCH FOR ME.

SUBTITLE: 375 TIMEIN: 01:13:33:18
I JUST WANT YOU TO KNOW

SUBTITLE: 376 TIMEIN: 01:13:34:18
THAT I DON'T TAKE

SUBTITLE: 377 TIMEIN: 01:13:35:18
ANY OF IT FOR GRANTED.

SUBTITLE: 378 TIMEIN: 01:13:36:24
>> Brooke: WHAT BROUGHT THAT UP?

SUBTITLE: 379 TIMEIN: 01:13:40:00
>> Hope: I'VE BEEN THINKING

SUBTITLE: 380 TIMEIN: 01:13:41:04
A LOT

SUBTITLE: 381 TIMEIN: 01:13:42:16
ABOUT HOW HAPPY I AM

SUBTITLE: 382 TIMEIN: 01:13:43:16
WITH EVERYTHING I HAVE

SUBTITLE: 383 TIMEIN: 01:13:44:16
IN MY WORLD.

SUBTITLE: 384 TIMEIN: 01:13:46:04
REALLY,

SUBTITLE: 385 TIMEIN: 01:13:47:04
I'VE GOT THIS GREAT CAREER,

SUBTITLE: 386 TIMEIN: 01:13:48:04
THANKS TO THE TWO OF YOU.

SUBTITLE: 387 TIMEIN: 01:13:49:18
I HAVE A WONDERFUL HOME,

SUBTITLE: 388 TIMEIN: 01:13:51:05
A GREAT FAMILY.

SUBTITLE: 389 TIMEIN: 01:13:53:26
AND I LOOK AT STEPHANIE,

SUBTITLE: 390 TIMEIN: 01:13:55:06
WHO IS FIGHTING CANCER

SUBTITLE: 391 TIMEIN: 01:13:57:23
AND STILL FINDS THE TIME

SUBTITLE: 392 TIMEIN: 01:14:00:03
AND THE ENERGY TO GO OUT

SUBTITLE: 393 TIMEIN: 01:14:01:27
AND HELP THE HOMELESS.

SUBTITLE: 394 TIMEIN: 01:14:03:08
SHE SPENDS EVERY MOMENT

SUBTITLE: 395 TIMEIN: 01:14:05:04
ON SKID ROW,

SUBTITLE: 396 TIMEIN: 01:14:06:04
AND SHE IS REACHING OUT

SUBTITLE: 397 TIMEIN: 01:14:08:09
EVEN THOUGH

SUBTITLE: 398 TIMEIN: 01:14:09:09
SHE IS GOING THROUGH SO MUCH.

SUBTITLE: 399 TIMEIN: 01:14:10:15
I EVEN THINK HER ATTITUDE

SUBTITLE: 400 TIMEIN: 01:14:12:23
TOWARDS YOU HAS CHANGED.

SUBTITLE: 401 TIMEIN: 01:14:14:23
>> Brooke: WE'VE HAD SOME

SUBTITLE: 402 TIMEIN: 01:14:16:18
AMAZING EXPERIENCES TOGETHER.

SUBTITLE: 403 TIMEIN: 01:14:19:17
I DO BELIEVE WE HAVE

SUBTITLE: 404 TIMEIN: 01:14:20:17
A NEW LEVEL OF RESPECT

SUBTITLE: 405 TIMEIN: 01:14:21:18
FOR EACH OTHER,

SUBTITLE: 406 TIMEIN: 01:14:23:08
NOT THAT STEPHANIE WILL EVER

SUBTITLE: 407 TIMEIN: 01:14:24:11
LIKE ME ALL THAT MUCH,

SUBTITLE: 408 TIMEIN: 01:14:26:00
BUT AT LEAST SHE'S NOT ACTIVELY

SUBTITLE: 409 TIMEIN: 01:14:27:07
FIGHTING AGAINST ME.

SUBTITLE: 410 TIMEIN: 01:14:28:12
>> Hope: MM, WELL,

SUBTITLE: 411 TIMEIN: 01:14:29:12
IT'S PROGRESS.

SUBTITLE: 412 TIMEIN: 01:14:30:21
>> Ridge: MOTHER'S COME

SUBTITLE: 413 TIMEIN: 01:14:31:21
A LONG WAY.

SUBTITLE: 414 TIMEIN: 01:14:32:21
BUT WE'RE STILL CONCERNED

SUBTITLE: 415 TIMEIN: 01:14:33:21
ABOUT YOU, SWEETIE.

SUBTITLE: 416 TIMEIN: 01:14:34:21
>> Hope: DON'T BE.

SUBTITLE: 417 TIMEIN: 01:14:35:29
THERE'S NO NEED.

SUBTITLE: 418 TIMEIN: 01:14:36:29
>> Ridge: YOU JUST DON'T SEEM

SUBTITLE: 419 TIMEIN: 01:14:37:29
TO BE YOUR USUAL UPBEAT SELF.

SUBTITLE: 420 TIMEIN: 01:14:39:25
>> Hope: MM, I'M FINE.

SUBTITLE: 421 TIMEIN: 01:14:42:11
IT'S--EARLIER TODAY,

SUBTITLE: 422 TIMEIN: 01:14:44:10
SOMEONE GOT ME THINKING

SUBTITLE: 423 TIMEIN: 01:14:45:15
A LOT ABOUT STUFF.

SUBTITLE: 424 TIMEIN: 01:14:47:03
>> Ridge: THE TWO GUYS

SUBTITLE: 425 TIMEIN: 01:14:48:03
IN YOUR LIFE?

SUBTITLE: 426 TIMEIN: 01:14:49:11
>> Hope: MM-HMM.

SUBTITLE: 427 TIMEIN: 01:14:50:27
I'M JUST WONDERING

SUBTITLE: 428 TIMEIN: 01:14:51:27
IF I'M BEING FAIR.

SUBTITLE: 429 TIMEIN: 01:14:53:01
>> Brooke: ARE YOU BEING HONEST

SUBTITLE: 430 TIMEIN: 01:14:54:02
WITH THEM?

SUBTITLE: 431 TIMEIN: 01:14:55:02
>> Hope: TOTALLY.

SUBTITLE: 432 TIMEIN: 01:14:56:02
I EVEN TOLD LIAM

SUBTITLE: 433 TIMEIN: 01:14:57:02
ABOUT OLIVER KISSING ME.

SUBTITLE: 434 TIMEIN: 01:14:58:02
>> Ridge: OOH,

SUBTITLE: 435 TIMEIN: 01:14:59:02
I BET LIAM LOVED THAT ONE.

SUBTITLE: 436 TIMEIN: 01:15:00:04
>> Hope: NOT SO MUCH.

SUBTITLE: 437 TIMEIN: 01:15:01:04
(chuckles)

SUBTITLE: 438 TIMEIN: 01:15:02:04
BUT YOU KNOW WHAT?

SUBTITLE: 439 TIMEIN: 01:15:03:04
HE--HE ACTUALLY UNDERSTOOD.

SUBTITLE: 440 TIMEIN: 01:15:04:04
I MEAN,

SUBTITLE: 441 TIMEIN: 01:15:05:04
HE ADMITTED THAT HE HASN'T BEEN

SUBTITLE: 442 TIMEIN: 01:15:06:04
SPENDING ENOUGH TIME WITH ME.

SUBTITLE: 443 TIMEIN: 01:15:07:10
>> Brooke: HONEY, TRY NOT TO

SUBTITLE: 444 TIMEIN: 01:15:08:10
GET CAUGHT UP IN THAT PATTERN.

SUBTITLE: 445 TIMEIN: 01:15:09:25
>> Hope: HEY,

SUBTITLE: 446 TIMEIN: 01:15:10:25
IT'S NOT THE WAY LIAM WANTS IT.

SUBTITLE: 447 TIMEIN: 01:15:11:25
IT'S JUST HIS JOB

SUBTITLE: 448 TIMEIN: 01:15:13:16
AND HIS DAD.

SUBTITLE: 449 TIMEIN: 01:15:14:18
>> Brooke: WELL,

SUBTITLE: 450 TIMEIN: 01:15:15:18
IF THINGS ARE GOING TO WORK OUT

SUBTITLE: 451 TIMEIN: 01:15:16:18
BETWEEN YOU TWO,

SUBTITLE: 452 TIMEIN: 01:15:17:18
HE'S GOTTA PUT YOU FIRST,

SUBTITLE: 453 TIMEIN: 01:15:18:18
NOT HIS JOB.

SUBTITLE: 454 TIMEIN: 01:15:19:24
>> Hope: YEAH, WELL,

SUBTITLE: 455 TIMEIN: 01:15:20:24
THAT'S KIND OF HARD

SUBTITLE: 456 TIMEIN: 01:15:21:24
WHEN YOUR DAD IS BILL SPENCER.

SUBTITLE: 457 TIMEIN: 01:15:22:24
>> Brooke: OH.

SUBTITLE: 458 TIMEIN: 01:15:23:24
>> Ridge: ALL THE MORE REASON

SUBTITLE: 459 TIMEIN: 01:15:24:24
HE NEEDS TO LAY

SUBTITLE: 460 TIMEIN: 01:15:25:24
SOME GROUND RULES.

SUBTITLE: 461 TIMEIN: 01:15:26:24
>> Hope: BUT WHAT ABOUT OLIVER?

SUBTITLE: 462 TIMEIN: 01:15:28:15
>> Brooke: WHAT ABOUT OLIVER?

SUBTITLE: 463 TIMEIN: 01:15:29:19
>> Hope: HE STILL THINKS

SUBTITLE: 464 TIMEIN: 01:15:30:19
THAT THERE IS A CHANCE FOR US.

SUBTITLE: 465 TIMEIN: 01:15:31:27
I-I'VE TOLD HIM THAT IT'S OVER,

SUBTITLE: 466 TIMEIN: 01:15:33:29
BUT HE JUST--

SUBTITLE: 467 TIMEIN: 01:15:34:29
HE DOESN'T WANT TO HEAR IT.

SUBTITLE: 468 TIMEIN: 01:15:36:20
>> Brooke: YOU HAVE

SUBTITLE: 469 TIMEIN: 01:15:37:20
BEEN HONEST WITH HIM.

SUBTITLE: 470 TIMEIN: 01:15:38:27
AND YOU CANNOT CONTROL

SUBTITLE: 471 TIMEIN: 01:15:40:05
THE WAY HE REACTS.

SUBTITLE: 472 TIMEIN: 01:15:43:25
>> Hope: (sighs)

SUBTITLE: 473 TIMEIN: 01:15:45:25
>> Oliver: I AM NOT

SUBTITLE: 474 TIMEIN: 01:15:46:25
GIVING UP ON HOPE.

SUBTITLE: 475 TIMEIN: 01:15:47:25
SO IF THAT'S WHAT YOU CAME OVER

SUBTITLE: 476 TIMEIN: 01:15:48:25
HERE TO CONVINCE ME TO DO--

SUBTITLE: 477 TIMEIN: 01:15:49:25
>> Liam: OLIVER, I'M OBVIOUSLY

SUBTITLE: 478 TIMEIN: 01:15:50:25
NOT GIVING UP ON HOPE, EITHER.

SUBTITLE: 479 TIMEIN: 01:15:52:01
>> Oliver: YOU SURE ABOUT THAT,

SUBTITLE: 480 TIMEIN: 01:15:53:14
MR. BILLY SPENCER III?

SUBTITLE: 481 TIMEIN: 01:15:54:18
HEARD YOU BEEN PRETTY BUSY

SUBTITLE: 482 TIMEIN: 01:15:55:18
AT WORK THESE DAYS.

SUBTITLE: 483 TIMEIN: 01:15:56:18
>> Liam: HEY, JUST BECAUSE

SUBTITLE: 484 TIMEIN: 01:15:57:18
I'VE BEEN PUTTING IN HOURS

SUBTITLE: 485 TIMEIN: 01:15:58:18
DOESN'T MEAN I'M SHORTCHANGING

SUBTITLE: 486 TIMEIN: 01:15:59:18
MY GIRLFRIEND.

SUBTITLE: 487 TIMEIN: 01:16:00:20
>> Oliver: THAT'S NOT

SUBTITLE: 488 TIMEIN: 01:16:01:20
WHAT SHE SAID THE OTHER NIGHT.

SUBTITLE: 489 TIMEIN: 01:16:02:20
>> Liam: (laughs)

SUBTITLE: 490 TIMEIN: 01:16:03:21
RIGHT. YEAH.

SUBTITLE: 491 TIMEIN: 01:16:04:21
AT BIKINI WHEN SHE LEFT WITH YOU

SUBTITLE: 492 TIMEIN: 01:16:05:22
AND CAME HERE.

SUBTITLE: 493 TIMEIN: 01:16:06:22
THAT WAS NOT

SUBTITLE: 494 TIMEIN: 01:16:07:22
BECAUSE I WAS WORKING LATE.

SUBTITLE: 495 TIMEIN: 01:16:08:22
>> Oliver: NO, THAT

SUBTITLE: 496 TIMEIN: 01:16:09:22
WAS BECAUSE YOU DIDN'T SHOW UP.

SUBTITLE: 497 TIMEIN: 01:16:11:07
LOOK, MAN,

SUBTITLE: 498 TIMEIN: 01:16:12:29
WE'RE NOT GONNA

SUBTITLE: 499 TIMEIN: 01:16:13:29
WORK THIS THING OUT.

SUBTITLE: 500 TIMEIN: 01:16:14:29
WE BOTH WANT HOPE.

SUBTITLE: 501 TIMEIN: 01:16:16:07
NEITHER OF US ARE BACKIN' DOWN.

SUBTITLE: 502 TIMEIN: 01:16:18:17
SHE'S GOT A MIND OF HER OWN.

SUBTITLE: 503 TIMEIN: 01:16:20:03
SHE CAN DO WHAT SHE WANTS.

SUBTITLE: 504 TIMEIN: 01:16:22:14
MAY THE BEST MAN WIN.

SUBTITLE: 505 TIMEIN: 01:16:23:14
>> Liam: THE BEST MAN

SUBTITLE: 506 TIMEIN: 01:16:24:19
ALREADY HAS WON.

SUBTITLE: 507 TIMEIN: 01:16:26:01
LOOK, OLIVER,

SUBTITLE: 508 TIMEIN: 01:16:27:01
I'M SURE YOU'RE A GOOD GUY,

SUBTITLE: 509 TIMEIN: 01:16:28:05
YOU KNOW,

SUBTITLE: 510 TIMEIN: 01:16:29:05
A DECENT GUY.

SUBTITLE: 511 TIMEIN: 01:16:30:05
THAT'S PROBABLY WHY HOPE

SUBTITLE: 512 TIMEIN: 01:16:31:05
LIKED YOU IN THE FIRST PLACE.

SUBTITLE: 513 TIMEIN: 01:16:32:05
YOU DON'T LIE.

SUBTITLE: 514 TIMEIN: 01:16:33:05
YOU DON'T CHEAT.

SUBTITLE: 515 TIMEIN: 01:16:34:26
BUT I WOULD ALSO LIKE TO THINK

SUBTITLE: 516 TIMEIN: 01:16:35:26
THAT YOU WOULDN'T GO

SUBTITLE: 517 TIMEIN: 01:16:36:26
BEHIND MY BACK AND TRY

SUBTITLE: 518 TIMEIN: 01:16:38:01
TO SABOTAGE MY RELATIONSHIP

SUBTITLE: 519 TIMEIN: 01:16:39:21
WITH HOPE,

SUBTITLE: 520 TIMEIN: 01:16:40:21
BECAUSE THAT WOULD NOT BE COOL.

SUBTITLE: 521 TIMEIN: 01:16:42:23
NOW LIKE IT OR NOT,

SUBTITLE: 522 TIMEIN: 01:16:44:17
HOPE HAS ALREADY

SUBTITLE: 523 TIMEIN: 01:16:45:17
MADE HER CHOICE.

SUBTITLE: 524 TIMEIN: 01:16:46:17
SHE CHOSE ME,

SUBTITLE: 525 TIMEIN: 01:16:47:17
AND YOU LOST HER ALREADY.

SUBTITLE: 526 TIMEIN: 01:16:48:23
SO DO THE RIGHT THING.

SUBTITLE: 527 TIMEIN: 01:16:52:02
LET THE GIRL GO.

SUBTITLE: 528 TIMEIN: 01:17:03:29
>> Oliver: (shudders)

SUBTITLE: 529 TIMEIN: 01:17:07:23
>> Justin: I'VE GOT THE NUMBER.

SUBTITLE: 530 TIMEIN: 01:17:08:23
WHAT'S THE NAME ON THE CARD?

SUBTITLE: 531 TIMEIN: 01:17:10:05
AH.

SUBTITLE: 532 TIMEIN: 01:17:11:26
UH, NO, I-I'VE GOT IT.

SUBTITLE: 533 TIMEIN: 01:17:13:07
ALL RIGHT.

SUBTITLE: 534 TIMEIN: 01:17:14:28
>> Bill: GIVE IT TO ME.

SUBTITLE: 535 TIMEIN: 01:17:16:24
>> Justin: (sighs)

SUBTITLE: 536 TIMEIN: 01:17:17:24
YOU AREN'T GONNA

SUBTITLE: 537 TIMEIN: 01:17:18:24
BELIEVE THIS ONE--

SUBTITLE: 538 TIMEIN: 01:17:19:24
OLIVER JONES.

SUBTITLE: 539 TIMEIN: 01:17:21:16
>> Bill: OLIVER JONES?

SUBTITLE: 540 TIMEIN: 01:17:22:17
>> Justin: THAT'S THE NAME

SUBTITLE: 541 TIMEIN: 01:17:23:22
ON THE CARD IT WAS CHARGED TO.

SUBTITLE: 542 TIMEIN: 01:17:25:02
>> Bill: I'LL BE DAMNED--

SUBTITLE: 543 TIMEIN: 01:17:26:02
HOPE'S OLD BOYFRIEND.

SUBTITLE: 544 TIMEIN: 01:17:27:02
>> Justin: YEP.

SUBTITLE: 545 TIMEIN: 01:17:28:02
>> Bill: WHAT'S HE

SUBTITLE: 546 TIMEIN: 01:17:29:02
TRYING TO PULL?

SUBTITLE: 547 TIMEIN: 01:17:30:24
GET ME HIS ADDRESS.

SUBTITLE: 548 TIMEIN: 01:17:32:29
>> Justin: WHAT ARE YOU

SUBTITLE: 549 TIMEIN: 01:17:33:29
GONNA DO, BILL?

SUBTITLE: 550 TIMEIN: 01:17:34:29
>> Bill: WHAT DO YOU THINK

SUBTITLE: 551 TIMEIN: 01:17:35:29
I'M GONNA DO?

SUBTITLE: 552 TIMEIN: 01:17:36:29
I'M GONNA TEACH THAT BOY

SUBTITLE: 553 TIMEIN: 01:17:38:12
THE GOLDEN RULE.

SUBTITLE: 554 TIMEIN: 01:17:40:17
>> Justin: DON'T MESS

SUBTITLE: 555 TIMEIN: 01:17:41:17
WITH DOLLAR BILL.

SUBTITLE: 556 TIMEIN: 01:20:59:01

SUBTITLE: 557 TIMEIN: 01:20:59:05
>> Hope: I DON'T KNOW.

SUBTITLE: 558 TIMEIN: 01:21:00:07
MAYBE I JUST SHOULDN'T EVEN

SUBTITLE: 559 TIMEIN: 01:21:01:07
TRY TO BE FRIENDS WITH OLIVER.

SUBTITLE: 560 TIMEIN: 01:21:02:17
IF IT'S JUST GOING TO HURT HIM

SUBTITLE: 561 TIMEIN: 01:21:03:17
OR CREATE FALSE HOPES, THEN...

SUBTITLE: 562 TIMEIN: 01:21:06:05
AND PLUS, WE WORK TOGETHER.

SUBTITLE: 563 TIMEIN: 01:21:07:05
I DON'T WANT TO MAKE HIS JOB

SUBTITLE: 564 TIMEIN: 01:21:08:05
ANY HARDER.

SUBTITLE: 565 TIMEIN: 01:21:09:18
>> Brooke: MY LOVELY,

SUBTITLE: 566 TIMEIN: 01:21:10:18
SENSITIVE DAUGHTER.

SUBTITLE: 567 TIMEIN: 01:21:12:08
>> Hope: (sighs)

SUBTITLE: 568 TIMEIN: 01:21:13:08
>> Ridge: LOOK,

SUBTITLE: 569 TIMEIN: 01:21:14:08
YOU'VE TOLD OLIVER HOW YOU FEEL.

SUBTITLE: 570 TIMEIN: 01:21:15:09
JUST LET HIM DECIDE WHAT TO DO,

SUBTITLE: 571 TIMEIN: 01:21:16:21
AND IF HE STARTS

SUBTITLE: 572 TIMEIN: 01:21:17:24
PRESSURING YOU...

SUBTITLE: 573 TIMEIN: 01:21:18:29
(cell phone rings)

SUBTITLE: 574 TIMEIN: 01:21:21:05
>> Hope: (chuckles)

SUBTITLE: 575 TIMEIN: 01:21:22:05
(ring)

SUBTITLE: 576 TIMEIN: 01:21:24:11
>> Hope: HI.

SUBTITLE: 577 TIMEIN: 01:21:26:25
>> Liam: HEY.

SUBTITLE: 578 TIMEIN: 01:21:27:25
I JUST NEEDED

SUBTITLE: 579 TIMEIN: 01:21:28:25
TO HEAR YOUR VOICE.

SUBTITLE: 580 TIMEIN: 01:21:30:11
>> Hope: (sighs)

SUBTITLE: 581 TIMEIN: 01:21:31:11
FUNNY.

SUBTITLE: 582 TIMEIN: 01:21:32:11
I NEEDED TO HEAR YOURS, TOO.

SUBTITLE: 583 TIMEIN: 01:21:33:13
(chuckles)

SUBTITLE: 584 TIMEIN: 01:21:34:16
>> Liam: SO I WANT TO SEE YOU.

SUBTITLE: 585 TIMEIN: 01:21:36:29
>> Hope: NOW?

SUBTITLE: 586 TIMEIN: 01:21:38:05
>> Liam: WELL, I PROMISED

SUBTITLE: 587 TIMEIN: 01:21:39:05
TO MAKE YOU MY FIRST PRIORITY,

SUBTITLE: 588 TIMEIN: 01:21:40:05
AND I'M STARTING NOW, SO...

SUBTITLE: 589 TIMEIN: 01:21:42:12
ARE WE STILL ON FOR TONIGHT?

SUBTITLE: 590 TIMEIN: 01:21:43:21
>> Hope: SURE. YEAH.

SUBTITLE: 591 TIMEIN: 01:21:45:09
I'D LIKE THAT.

SUBTITLE: 592 TIMEIN: 01:21:46:14
>> Liam: OKAY. ALL RIGHT. OKAY.

SUBTITLE: 593 TIMEIN: 01:21:47:14
GIVE ME, UH, GIVE ME

SUBTITLE: 594 TIMEIN: 01:21:48:14
SOME TIME TO MAKE SOME PLANS,

SUBTITLE: 595 TIMEIN: 01:21:49:14
AND I'LL GET BACK TO YOU.

SUBTITLE: 596 TIMEIN: 01:21:50:14
UM, I LOVE YOU, HOPE.

SUBTITLE: 597 TIMEIN: 01:21:53:19
>> Hope: I LOVE YOU, TOO.

SUBTITLE: 598 TIMEIN: 01:21:58:09
>> Brooke: LIAM?

SUBTITLE: 599 TIMEIN: 01:21:59:09
>> Hope: MM-HMM. YEAH.

SUBTITLE: 600 TIMEIN: 01:22:00:27
HE SOUNDED A LITTLE CONCERNED.

SUBTITLE: 601 TIMEIN: 01:22:02:03
HE WANTS TO HANG OUT TONIGHT.

SUBTITLE: 602 TIMEIN: 01:22:04:17
>> Ridge: THAT SOUNDS LIKE

SUBTITLE: 603 TIMEIN: 01:22:05:19
A GOOD THING, DOESN'T IT?

SUBTITLE: 604 TIMEIN: 01:22:06:19
>> Hope: YEAH.

SUBTITLE: 605 TIMEIN: 01:22:07:20
>> Brooke: HONEY,

SUBTITLE: 606 TIMEIN: 01:22:09:12
IF LIAM IS THE ONE FOR YOU,

SUBTITLE: 607 TIMEIN: 01:22:11:02
YOU WILL KNOW.

SUBTITLE: 608 TIMEIN: 01:22:12:10
IT'LL ALL BECOME

SUBTITLE: 609 TIMEIN: 01:22:13:10
PERFECTLY CLEAR.

SUBTITLE: 610 TIMEIN: 01:22:14:13
AND OLIVER WILL UNDERSTAND.

SUBTITLE: 611 TIMEIN: 01:22:16:23
>> Hope: (sighs)

SUBTITLE: 612 TIMEIN: 01:22:17:23
>> Brooke: YOU JUST

SUBTITLE: 613 TIMEIN: 01:22:18:23
HAVE TO FOLLOW YOUR HEART.

SUBTITLE: 614 TIMEIN: 01:22:20:14
>> Hope: THANKS, MOM.

SUBTITLE: 615 TIMEIN: 01:22:32:10
>> Amber: WHEW,

SUBTITLE: 616 TIMEIN: 01:22:33:10
SORRY ABOUT THAT.

SUBTITLE: 617 TIMEIN: 01:22:34:10
>> Oliver: MAN,

SUBTITLE: 618 TIMEIN: 01:22:35:10
IF LIAM HAD SEEN YOU...

SUBTITLE: 619 TIMEIN: 01:22:36:10
>> Amber: YEAH, I KNOW.

SUBTITLE: 620 TIMEIN: 01:22:37:11
I'LL BE MORE CAREFUL NEXT TIME.

SUBTITLE: 621 TIMEIN: 01:22:38:11
I PROMISE.

SUBTITLE: 622 TIMEIN: 01:22:39:13
(sighs)

SUBTITLE: 623 TIMEIN: 01:22:40:13
I SAW HER TODAY.

SUBTITLE: 624 TIMEIN: 01:22:41:25
>> Oliver: WHAT?

SUBTITLE: 625 TIMEIN: 01:22:42:25
>> Amber: I TALKED TO HOPE.

SUBTITLE: 626 TIMEIN: 01:22:45:09
>> Oliver: HOW THE HELL

SUBTITLE: 627 TIMEIN: 01:22:46:09
DID THAT HAPPEN?

SUBTITLE: 628 TIMEIN: 01:22:47:09
>> Amber: WELL,

SUBTITLE: 629 TIMEIN: 01:22:48:09
I WAS AT FORRESTER.

SUBTITLE: 630 TIMEIN: 01:22:49:09
I WENT TO SEE RICK,

SUBTITLE: 631 TIMEIN: 01:22:50:10
AND I ACCIDENTALLY RAN INTO HER,

SUBTITLE: 632 TIMEIN: 01:22:51:26
SO I FIGURED

SUBTITLE: 633 TIMEIN: 01:22:52:26
I'D TAKE ADVANTAGE OF THAT,

SUBTITLE: 634 TIMEIN: 01:22:53:26
AND I WOULD TALK TO HER.

SUBTITLE: 635 TIMEIN: 01:22:54:27
>> Oliver: OH, BOY.

SUBTITLE: 636 TIMEIN: 01:22:55:27
>> Amber: NO, IT WENT--

SUBTITLE: 637 TIMEIN: 01:22:56:27
IT WENT GOOD, REALLY.

SUBTITLE: 638 TIMEIN: 01:22:58:01
>> Oliver: WHAT COULD YOU

SUBTITLE: 639 TIMEIN: 01:22:59:01
POSSIBLY HAVE TO TELL HER?

SUBTITLE: 640 TIMEIN: 01:23:00:03
>> Amber: I TOLD HER

SUBTITLE: 641 TIMEIN: 01:23:01:03
WHAT AN AMAZING GUY YOU ARE,

SUBTITLE: 642 TIMEIN: 01:23:02:03
AND WHAT A BIG MISTAKE

SUBTITLE: 643 TIMEIN: 01:23:03:03
SHE'S MAKING

SUBTITLE: 644 TIMEIN: 01:23:04:05
DUMPING YOU FOR LIAM.

SUBTITLE: 645 TIMEIN: 01:23:06:06
>> Oliver: YOU SAID THAT?

SUBTITLE: 646 TIMEIN: 01:23:08:19
WHAT DID SHE SAY?

SUBTITLE: 647 TIMEIN: 01:23:10:19
>> Amber: NOTHING.

SUBTITLE: 648 TIMEIN: 01:23:12:11
BUT SHE LISTENED.

SUBTITLE: 649 TIMEIN: 01:23:14:21
YOU KNOW?

SUBTITLE: 650 TIMEIN: 01:23:16:04
SHE OBVIOUSLY

SUBTITLE: 651 TIMEIN: 01:23:17:20
REALLY CARES ABOUT YOU.

SUBTITLE: 652 TIMEIN: 01:23:19:12
>> Oliver: I APPRECIATE

SUBTITLE: 653 TIMEIN: 01:23:20:12
WHAT YOU'RE TRYING TO DO,

SUBTITLE: 654 TIMEIN: 01:23:21:12
BUT IT'S PROBABLY BEST

SUBTITLE: 655 TIMEIN: 01:23:22:13
IF YOU STAY AWAY FROM HOPE.

SUBTITLE: 656 TIMEIN: 01:23:23:13
(chuckles)

SUBTITLE: 657 TIMEIN: 01:23:24:13
NO MORE STUNTS, OKAY?

SUBTITLE: 658 TIMEIN: 01:23:25:13
NO MORE PHONY LIMO DRIVERS.

SUBTITLE: 659 TIMEIN: 01:23:27:17
THAT'S NOT THE WAY

SUBTITLE: 660 TIMEIN: 01:23:28:17
I WANT TO GET HER BACK

SUBTITLE: 661 TIMEIN: 01:23:29:17
>> Amber: HMM.

SUBTITLE: 662 TIMEIN: 01:23:30:22
(foreign accent)

SUBTITLE: 663 TIMEIN: 01:23:31:22
DARLING, DON'T WORRY.

SUBTITLE: 664 TIMEIN: 01:23:32:22
I WON'T BE DRIVING ANYMORE.

SUBTITLE: 665 TIMEIN: 01:23:33:24
I PROMISE.

SUBTITLE: 666 TIMEIN: 01:23:34:27
I'VE RETIRED.

SUBTITLE: 667 TIMEIN: 01:23:36:05
AND SHE WILL NEVER FIND OUT

SUBTITLE: 668 TIMEIN: 01:23:37:05
WHERE I'M LIVING.

SUBTITLE: 669 TIMEIN: 01:23:38:24
>> Oliver: THANK YOU, "NATASHA."

SUBTITLE: 670 TIMEIN: 01:23:41:25
>> Amber: WELL, I'M GONNA

SUBTITLE: 671 TIMEIN: 01:23:42:25
GET BACK TO MY GARAGE APARTMENT.

SUBTITLE: 672 TIMEIN: 01:23:45:10
THANK YOU

SUBTITLE: 673 TIMEIN: 01:23:47:21
FOR EVERYTHING.

SUBTITLE: 674 TIMEIN: 01:23:50:17
YOU REALLY ARE THE BEST.

SUBTITLE: 675 TIMEIN: 01:23:53:15
>> Oliver: (chuckles)

SUBTITLE: 676 TIMEIN: 01:23:56:19
>> Amber: (sighs)

SUBTITLE: 677 TIMEIN: 01:24:00:14
(door opens)

SUBTITLE: 678 TIMEIN: 01:24:02:23
(door closes)

SUBTITLE: 679 TIMEIN: 01:24:03:23
>> Oliver: (sighs)

SUBTITLE: 680 TIMEIN: 01:24:24:18
(knock on door)

SUBTITLE: 681 TIMEIN: 01:24:39:15
>> Bill: I'M NOT

SUBTITLE: 682 TIMEIN: 01:24:40:15
A JEHOVAH'S WITNESS.

SUBTITLE: 683 TIMEIN: 01:24:42:10
>> Oliver: MR. SPENCER?

SUBTITLE: 684 TIMEIN: 01:24:43:28
WHAT--WHAT--

SUBTITLE: 685 TIMEIN: 01:24:45:07
WHAT ARE YOU DOIN' HERE?

SUBTITLE: 686 TIMEIN: 01:24:54:22
>> Bill: NOT A LOT OF PEOPLE

SUBTITLE: 687 TIMEIN: 01:24:55:22
KNOW THIS ABOUT ME,

SUBTITLE: 688 TIMEIN: 01:24:57:07
BUT I PRACTICE

SUBTITLE: 689 TIMEIN: 01:24:58:24
A LITTLE MEDITATION.

SUBTITLE: 690 TIMEIN: 01:25:04:17
>> Bill: HMM.

SUBTITLE: 691 TIMEIN: 01:25:06:11
YOU SEE,

SUBTITLE: 692 TIMEIN: 01:25:07:11
I CAN BE A LITTLE HOTHEADED,

SUBTITLE: 693 TIMEIN: 01:25:09:12
AND IT HELPS ME KEEP MY--

SUBTITLE: 694 TIMEIN: 01:25:10:12
MY TEMPER IN CHECK.

SUBTITLE: 695 TIMEIN: 01:25:12:20
IT'S THE BREATHING.

SUBTITLE: 696 TIMEIN: 01:25:14:21
(inhales sharply)

SUBTITLE: 697 TIMEIN: 01:25:16:16
(exhales deeply)

SUBTITLE: 698 TIMEIN: 01:25:19:02
SEE?

SUBTITLE: 699 TIMEIN: 01:25:21:14
AND YET,

SUBTITLE: 700 TIMEIN: 01:25:22:25
EVEN WITH THE MEDITATION,

SUBTITLE: 701 TIMEIN: 01:25:23:25
THERE ARE STILL CERTAIN THINGS

SUBTITLE: 702 TIMEIN: 01:25:25:01
THAT REALLY SET ME OFF--

SUBTITLE: 703 TIMEIN: 01:25:27:10
SLOW DRIVERS IN THE FAST LANE,

SUBTITLE: 704 TIMEIN: 01:25:30:01
SOMEONE WHO BRINGS ME

SUBTITLE: 705 TIMEIN: 01:25:31:01
A LUKEWARM CUP OF COFFEE,

SUBTITLE: 706 TIMEIN: 01:25:33:21
PEOPLE WHO MAKE YOU LOOK

SUBTITLE: 707 TIMEIN: 01:25:35:06
AT PICTURE AFTER PICTURE

SUBTITLE: 708 TIMEIN: 01:25:36:15
OF THEIR PETS,

SUBTITLE: 709 TIMEIN: 01:25:39:16
AND OH--OH, YEAH,

SUBTITLE: 710 TIMEIN: 01:25:40:26
I ALMOST FORGOT--

SUBTITLE: 711 TIMEIN: 01:25:43:04
ANYONE WHO SCREWS

SUBTITLE: 712 TIMEIN: 01:25:44:04
WITH MY FAMILY.

SUBTITLE: 713 TIMEIN: 01:25:46:06
YOU SEE WHERE I'M GOIN'

SUBTITLE: 714 TIMEIN: 01:25:47:19
WITH THIS, OLIVER?

SUBTITLE: 715 TIMEIN: 01:25:48:29
YOU MESSED WITH MY SON

SUBTITLE: 716 TIMEIN: 01:25:49:29
AND HIS GIRLFRIEND,

SUBTITLE: 717 TIMEIN: 01:25:51:07
AND NOW...

SUBTITLE: 718 TIMEIN: 01:25:53:20
YOU'RE GOING TO ANSWER TO ME.

SUBTITLE: 719 TIMEIN: 01:28:39:29

SUBTITLE: 720 TIMEIN: 01:28:40:15
□□□

SUBTITLE: 721 TIMEIN: 01:28:43:22
Captioning provided by
Bell-Phillip
Television Productions, Inc.

SUBTITLE: 722 TIMEIN: 01:28:47:04
and CBS, Inc.

SUBTITLE: 723 TIMEIN: 01:28:50:16
Captioned by
Closed Captioning Services, Inc.

Turits, Mark J

From: Darlene Parker [dparker@ncicap.org]
Sent: Thursday, January 27, 2011 11:12 PM
To: Turits, Mark J
Subject: RE: THE TALK - live captioning connect/start time

Mark, we were able to determine from our system logs that the captioner unintentionally and, of course, unknowingly grazed a key on her steno machine at 1:54:24. She should have noticed that no captions were going out and enabled, but she was most likely concentrating on getting ready for the show and did not notice what had occurred.

We apologize for the error, but at least we know exactly what happened.

Darlene

-----Original Message-----

From: Turits, Mark J [mailto:mjturits@cbs.com]
Sent: Thursday, January 27, 2011 12:56 PM
To: Darlene Parker; Marc Okrand; Juan Agudelo; Anthony DeMarco; Bill Magill; Bill Udler; NCI-ENG TX; NCI-ENG VA
Cc: Peterson, Gregg A; Hanson, Leslie H; Monaghan, Brian; Air Control; Stranathan, Brent L
Subject: THE TALK - live captioning connect/start time
Importance: High

Darlene and NCI Real-Time:

Each weekday your CBS captioning assignment for THE TALK begins to the CBS Eastern network at 2:00:00 PM ET. THE BOLD AND THE BEAUTIFUL (B&B) airs just before your assignment begins. B&B has captions encoded on the tape. The end break in B&B always hits at 1:58:41 PM ET.

Effective today, and until further notice (UFN), it imperative that your captioner for THE TALK does not dial into or connect with the assigned CBS Eastern network encoder any earlier than

1:58:41 PM ET.

If any fix-ups or changes are requested for our Pacific network feed, it imperative that your captioner for THE TALK does not dial into or connect with the assigned CBS Pacific network encoder any earlier than 3:58:41 PM ET.

This does not change our prior instructions that your captioner assigned for THE TALK properly log-off and vacate the assigned CBS captioning encoder at 2:58:41 PM ET. This allows The Media Access Group at WGBH (MAG) as much time as possible to connect to that same encoder on their identical limited turnaround time, going into their CBS captioning assignment of LET'S MAKE A DEAL (LMAD) at 3:00:01 PM ET.

Thanks,
Mark

Turits, Mark J

From: Darlene Parker [dparker@ncicap.org]
Sent: Thursday, January 27, 2011 1:03 PM
To: Turits, Mark J; Marc Okrand; Juan Agudelo; Anthony DeMarco; Bill Magill; Bill Udler; NCI-ENG TX; NCI-ENG VA
Cc: Peterson, Gregg A; Hanson, Leslie H; Monaghan, Brian; Air Control; Stranathan, Brent L
Subject: RE: THE TALK - live captioning connect/start time

Mark, this will be passed on ASAP to all concerned. I am still checking on your question regarding December 3. Thanks.

Darlene

-----Original Message-----

From: Turits, Mark J [mailto:mjturits@cbs.com]
Sent: Thursday, January 27, 2011 12:56 PM
To: Darlene Parker; Marc Okrand; Juan Agudelo; Anthony DeMarco; Bill Magill; Bill Udler; NCI-ENG TX; NCI-ENG VA
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Thanks,
Mark

United States Government
Federal Communications Commission
Consumer & Governmental Affairs Bureau
Disability Rights Office
445 12th Street, SW
Washington, D.C. 20554

OFFICIAL

NOTICE OF INFORMAL COMPLAINT

January 7, 2011

In Reply Refer To: 10-C00264676-FC
KYW-TV (Antoniewicz)

THE COMPANY IDENTIFIED IN THE ATTACHED COMPLAINT IS REQUIRED TO RESPOND TO THIS NOTICE OF INFORMAL COMPLAINT WITHIN 30 DAYS OF THE DATE OF THIS NOTICE.

Failure of any person to answer any lawful Commission inquiry is considered a misdemeanor punishable by a fine under Section 409(m) of the Communications Act (Act), 47 U.S.C. § 409(m). Further, failure to comply with any order of the Commission can result in prosecution under Section 401(b) of the Act, 47 U.S.C. § 401(b). Section 501 of the Act, 47 U.S.C. § 501, and Section 503(b)(1)(B) of the Act, 47 U.S.C. § 503(b)(1)(B), provide for forfeiture penalties against any person who willfully fails to follow the directives of the Act or of a Commission order. The Commission can impose forfeiture penalties of up to \$1.2 million for certain types of violations.

The attached complaint was filed with the Commission pursuant to Section 713 of the Act, 47 U.S.C. § 613, and Section 79.1 of the Commission's Rules, 47 C.F.R. § 79.1. A letter acknowledging your company's receipt of this Notice and of the enclosed complaint should be sent to each consumer Complainant as soon as your company receives this Notice. Pursuant to Sections 713 and 4(i) of the Act, 47 U.S.C. §§ 613, 154(i), and Section 79.1(g) of the Commission's Rules, 47 C.F.R. § 79.1(g), we are forwarding a copy of the complaint so that your company may satisfy or answer the complaint based on a thorough review of all relevant records and other information. Your company should respond specifically to all material allegations raised in each complaint and summarize the actions taken by your company to satisfy the complaint.

Written responses must be filed with the Commission at 445 12th St., SW, Washington, D.C. 20554. A separate response should be filed for each individual complaint. Each response should include: (1) the Complainant's name, and (2) the Case number. Companies are directed to send copies of their responses to the complainant at the same time their responses are forwarded to the Commission.

Due to heightened security measures undertaken in Washington, D.C., and at this agency, you should also send an electronic copy of the response letter to Susan.Kimmel@fcc.gov and Francine.Crawford@fcc.gov. Each company required to respond to this Notice is directed to retain all records until final Commission disposition of the complaints. If you have any questions regarding this Notice, please call or email Francine Crawford at (202) 418-2085 or Francine.Crawford@fcc.gov, and leave a detailed message specifying the calling company name, the Case number, and the specific questions that you would like to have answered.

Sincerely,



Susan L. Kimmel, Deputy Chief
Disability Rights Office/CGB

Attachment(s)
K:613/79.1

Form 2000C – Disability Access Complaint

Consumer's Information:

First Name: **Domenica** Last Name: **Antoniewicz**

Company Name:

(Complete only if you are filing this complaint on behalf of a company or an organization.)

Post Office Box Number:

(Official Post Office box Number Only)

Address 1: **1361 Boot Rd**

Address 2: **apt 204**

Mailing Address (where mail is delivered)

City: **West Chester** State: **PA** Zip Code: **19380**

Telephone Number (Residential or Business): **Phone:(484) 653 - 1667**

E-mail Address:

Are you filing information on behalf of another party, such as client, parent, spouse or roommate?:

☐

If yes, complete items a through h.

- a. Your relationship with the party:
- b. The party's first name:
- c. The party's last name:
- d. The party's daytime phone number:
- e. The party's street address or post office box number:
- f. City: State: Zip Code:
- g. E-mail address:
- h. Fax Number:

IMPORTANT: Please indicate the preferred format or method of response to the complaint by the Commission and defendant: ,

Form 2000C – Disability Access Complaint

*** ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT ***

1. Check the appropriate box for your type of complaint:

Closed Captioning

2. Provide the name, address and telephone number (if known) of the company(s) involved in your complaint:

Name:

City: State: Zip Code:

Telephone number:

3. If your complaint is about accessibility of telecommunications services or equipment, provide the make and model number of the equipment or device that this complaint is about:

4. If your complaint is about closed captioning or emergency information on television, provide the date (mm/dd/yyyy) :
and any details of when the event or action you are complaining about occurred:

5. If your complaint is about access to emergency information on television, provide the following information:

a. Television station call sign and network name (if applicable), or channel name
(e.g., "WZUF, CBC," "WZUE-TV," "Sportingchannel West"):

b. Channel (e.g., "13"):

c. Station or subscription TV provider system location:

City: County:

State:

d. Date(s) and time(s) of emergency:

e. Detailed description of the emergency (i.e., flood, hurricane, tornado, etc., as well as the areas in which the emergency occurred):

6. If your complaint is about closed captioning, provide the following:

a. Television station call sign and network name (if applicable), or channel name
(e.g., "WZUF, CBC," "WZUE-TV," "Sportingchannel West"):

ABC

b. Channel (e.g., "13"): **3**

c. Station or subscription TV provider system location:

City : **West Chester** County:

State: **PA**

Form 2000C – Disability Access Complaint

*** ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT ***

- d. If you pay to receive television programming, type of subscription service (e.g., cable, Satellite): **cable**
- e. If you pay to receive television programming, name of the company to whom you subscribe: **Wellington**
- f. Name of program(s) involved: **The Bold and the Beautiful**

7. Briefly describe your complaint and include the resolution you are seeking. If applicable, provide a full description of the telecommunications equipment or customer premises equipment (CPE) and/or the telecommunications service about which the complaint is made, and the date or dates on which the complainant either purchased, acquired or used, or attempted to purchase, acquire or use the telecommunications equipment, CPE or telecommunications service about which the complaint is being made: **On 12/03 the closed captioning ended before the end of the program. The show ended at 2:00pm and the closed captioning ended about 1:50pm. This happens frequently and the consumer would like this corrected. Sometimes the ads aren't captioned but this was not the ads.**

You may submit this form over the Internet at <http://www.fcc.gov/cgb/complaints.html>, by e-mail to fccinfo@fcc.gov, by fax to 1-866-418-0232, or by postal mail to:

Federal Communications Commission
Consumer & Governmental Affairs Bureau
Consumer Complaints
445 12th Street, SW
Washington, D.C. 20554

In addition, you may submit your complaint over the telephone by calling 1-888-CALL-FCC or 1-888-TELL-FCC (TTY). If you choose to submit your complaint over the telephone, an FCC customer service representative will fill out an electronic version of the form for you during your conversation. If you have any questions, feel free to contact the FCC at 1-888-CALL-FCC or 1-888-TELL-FCC (TTY).

FCC NOTICE REQUIRED BY THE PAPERWORK REDUCTION ACT AND THE PRIVACY ACT

The Federal Communications Commission is authorized under the Communications Act of 1934, as amended, to collect the personal information that we request in this form. This form is used for complaints that involve disability access. The public reporting for this collection of information is estimated to average 30 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the required data, and completing and reviewing the collection of information. If you have any comments on this burden estimate, or how we can improve the collection and reduce the burden it causes you, please write to the Federal Communications Commission, OMD-PER, Paperwork Reduction Project (3060-0874), Washington, DC 20554. We will also accept your comments regarding the Paperwork Reduction Act aspects of this collection via the Internet if you send them to PRA@fcc.gov. PLEASE DO NOT SEND YOUR COMPLETED FORMS TO THIS ADDRESS.

Form 2000C – Disability Access Complaint

*** ANSWER EACH QUESTION THAT APPLIES TO YOUR SPECIFIC COMPLAINT ***

Remember - You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number or if we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060 - 0874.

In addition, the information that consumers provide when filling out FCC Form 2000 is covered by the system of records notice, FCC/CGB-1, Informal Complaints and Inquiries File (Broadcast, Common Carrier, and Wireless Telecommunications Bureau Radio Services). The Commission is authorized to request this information from consumers under 47 U.S.C. 206, 208, 301, 303, 309(e), 312, 362, 364, 386, 507, and 51; and 47 CFR 1.711 et seq.

Under this system of records notice, FCC/CGB-1, the FCC may disclose information that consumers provide as follows: when a record in this system involves a complaint against a company, the complaint is forwarded to the defendant who must, within a prescribed time frame, either satisfy the complaint or explain to the Commission and the complainant its failure to do so; where there is an indication of a violation or potential violation of a statute, regulation, rule, or order, records from this system may be referred to the appropriate Federal, state, or local agency responsible for investigating or prosecuting a violation or for enforcing or implementing the statute, rule, regulation, or order; a record from this system may be disclosed to a Federal agency, in response to its request, in connection with the hiring or retention of an employee, the issuance of a security clearance, the reporting of an investigation of an employee, the letting of a contract, or the issuance of a license, grant or other benefit; a record on an individual in this system of records may be disclosed, where pertinent, in any legal proceeding to which the Commission is a party before a court or administrative body; a record from this system of records may be disclosed to the Department of Justice or in a proceeding before a court or adjudicative body when: (a) the United States, the Commission, a component of the Commission, or, when represented by the government, an employee of the Commission is a party to litigation or anticipated litigation or has an interest in such litigation, and (b) the Commission determines that the disclosure is relevant or necessary to the litigation; a record on an individual in this system of records may be disclosed to a Congressional office in response to an inquiry the individual has made to the Congressional office; a record from this system of records may be disclosed to GSA and NARA for the purpose of records management inspections conducted under authority of 44 U.S.C. 2904 and 2906. Such disclosure shall not be used to make a determination about individuals.

In each of these cases, the FCC will determine whether disclosure of the information in this system of records notice is compatible with the purpose for which the records were collected. Furthermore, information in this system of records notice is available for public inspection after redaction of information that could identify the complainant or correspondent, i.e., name, address and/or telephone number.

THE FOREGOING NOTICE IS REQUIRED BY THE PAPERWORK REDUCTION ACT OF 1995, PUBLIC LAW 104-13, OCTOBER 1, 1995, 44 U.S.C. SECTION 3507 AND THE PRIVACY ACT OF 1974, PUBLIC LAW 93-579, DECEMBER 31, 1974, 5 U.S.C. SECTION 552a(e)(3).